COVID-19 Test Result Portal User Guide

Updated November 11, 2020

If you were recently tested for COVID-19 in the State of Rhode Island, you can access a record of your test result on portal.ri.gov/results.

If you need help accessing your test results, call the Rhode Island Department of Health (RIDOH) at 401-222-8022 or email RIDOH.COVID19questions@health.ri.gov. RIDOH staff will ask for your name, date of birth, and the date and location of your test. If you are looking for the results of a K-12 COVID-19 test, call 888-857-1814.

Please note that PCR test results are usually ready in two to four days and rapid test results are usually ready in 8-12 hours. You will need to complete this process each time you attempt to access your test result.
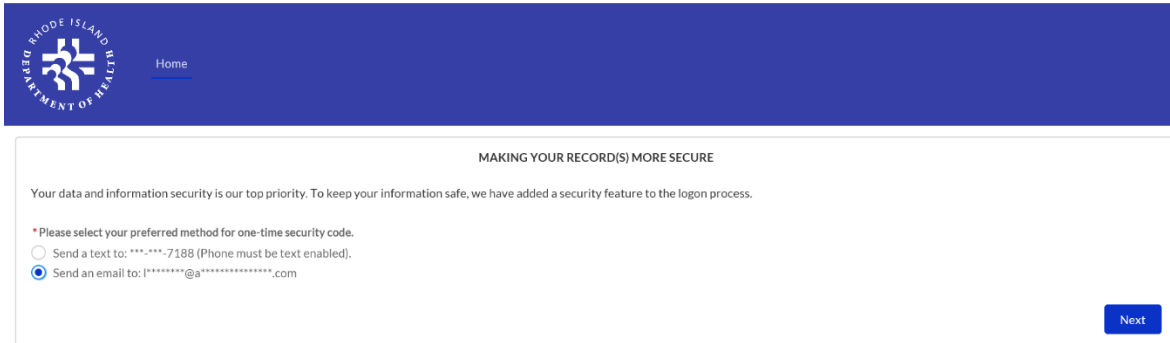
Follow these six steps to get your COVID-19 test results online.

1. **Logging in:** To log in, go to portal.ri.gov/results and enter your name, date of birth, and the date of your test. Check the security feature box and then press next.

   You will get an error message if the information you entered does not match the record or if your test result is not ready yet.
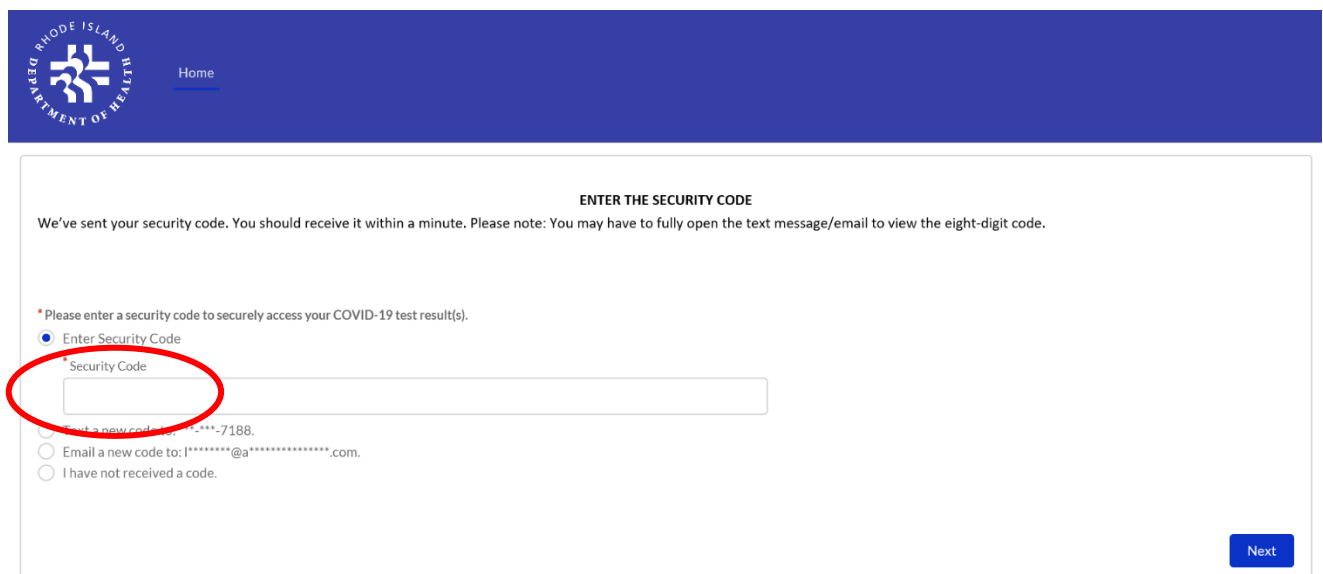
2. **Identity verification:** Your must verify your identity in order to access your result. You will be sent a unique one-time verification code via email or text message. Please select how you would like to receive this verification code. Press next.

3. **Verification code:** You should receive the verification code within a minute of submitting the request. If you opted to receive the code via email and do not see it in your inbox after a minute, check your spam folder. You will have to open the email or text message to view the entire eight-digit code. You can then copy and paste the code into the security code box on the result portal. Then press next.

   If you do not receive a verification code, try entering your information again or try a different mode of contact.

4. **Terms and conditions:** Before you can access the result portal, you must agree to the terms and conditions of use. Check the box to certify that you have permission to access and view the result, type your name in the signature box, and then press next. Only use this portal to access your own test result or the test result of a dependent.

5. **View your results:** The next page should list your COVID-19 test result. On the left side of the screen, you will see information about the type of test performed (PCR or rapid antigen) and instructions about isolation and quarantine.

   Towards the right side of the screen, you will see your test result (negative or positive), the date that you got the test, the date that the test results were received, and the technical name of the type of test you received. You may print a copy of this test result by clicking the print icon on the top right corner of the screen.

6. **Log out:** Press the finish button on the bottom right of the screen to log out.